TANDBERG

Movi 4.0 for Mac

User guide

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Getting started

Prerequisites

The Movi software client is usually made available to you by your company's IT administrator.

A web camera, a microphone, and loudspeakers or a headset must be connected to your computer for Movi to work correctly. (See Multimedia device requirements.)

Signing in

Your IT administrator can automate your sign-in process, and you may not even notice the sign-in screen.

If enabled by your IT administrator, sign-in will be automatic and you may not even notice the sign-in screen. Otherwise, your IT administrator will supply you with a username and password.

Note: Automatic sign-in is not available to users of Mac OS X 10.5.

1. Start by entering your username and password in the sign-in form.
2. Movi will sign you in automatically from now on, unless you de-select this in the Preferences dialog.
3. Click **Sign in** or press Enter.

Show video window

After you have signed in, Movi displays its control window.

If you want to open your video window before a call to check your camera or your hair, click the **Show video** button on the upper right corner of your Movi control window.

You can click the **Show video** button during a call to bring your video window to the top of your screens.

You can also show video by opening**Main menu > View > Show video** (Command-2).

Making a call

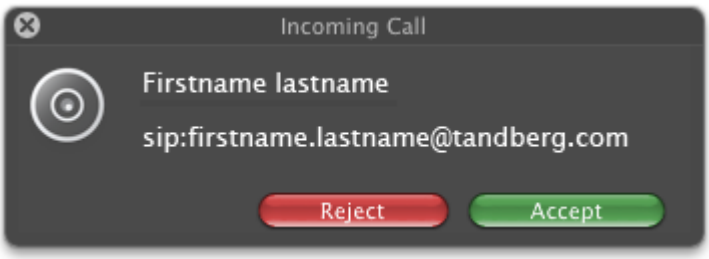
1. In the search field, start typing the name of the person to call.
2. Click the name on the list or use your arrow keys to scroll down.
3. Double-click the name, click or press Enter. A video window will now appear on screen.

There are three more ways to initiate a new call:

a. Click **My contacts** and select a name from your list. (See Contacts.)
b. Click **Recent calls** and select a name from that list (See Recent calls)
c. Enter a video address (SIP URI) for a person or an endpoint directly.

Receiving a call

When someone calls you on Movi, this dialog will appear:



Answer or reject the call by clicking the buttons, or close the dialog using the **X** to ignore the call without this being visible to the caller.

Mac requirements

Processor	All Intel processors. For business-quality HD video, TANDBERG recommends using the TANDBERG PrecisionHD™ USB camera and a 2 GHz Core 2 Duo processor or better.
Operating system	Mac OS X 10.6 or later is recommended. Movi Make sure to have the latest security updates installed.
Connection	IP network connection (broadband, LAN, wireless). At least 24 kbps is required for an audio connection. For a video connection, the recommended minimum is 128 kbps.

Multimedia device requirements

Microphone

All microphones work well with Movi. Note that some cameras have built-in microphones.

Camera

Movi works with most common web cameras. See the TANDBERG Knowledge Base for updated information on Movi and cameras.

Preferences

Movi comes with predefined settings that should work out of the box for most users.

From the main menu select **Movi > Preferences**.

Remember to store changes to settings by clicking **OK** when you are done.

General

By default Movi starts up at login.

Clear the **Start TANDBERG Movi automatically at login** check box to change this setting.

Network

If you experience low video quality, for example jitter, lowering the bandwidth can be helpful.

If you know that more bandwidth than the default setting is available, you may increase the bandwidth setting for better video quality.

Note: Your IT administrator may limit the bandwidth options available to you.

Notifications and ringtone

You can decide when and how Movi shall notify you when calls come through.

To change the ringtone, follow these steps:

1. Use the drop-down menu and select one of the alternatives.
2. Listen to the tone by clicking the **Play** button. Note that you must stop one ring tone before you can try another.

You may also want to tweak the following settings:

Do not play notification when I am busy	You will see the pop up dialog when you have set your status to Busy, but no ring tone will be played. This setting is enabled by default.
Do not play notification when I am in a call	You will see the pop up dialog when you are already in a call, but no ring tone will be played. This setting is disabled by default.

Devices

You may want to use different audio and video devices than those Movi has picked by default. For example, your camera and your Mac may both have built-in microphones.

The drop-down lists let you choose from all devices detected on your system:

- Loudspeakers and/or headphones (audio output)
- Microphones (audio input)

- Cameras (video input)

Contacts

The My contacts list contains endpoints and Movi users whose video addresses you have stored for quick retrieval and reuse.

Note: The **My contacts** list, the **Recent calls** list and your password are stored per user. If there are other user accounts on your computer, they will not have access to your list.

Adding a contact

There are three ways of adding a new contact to the **My contacts** list. To get started:

Use the search field or the **Recent calls** list to locate a person or endpoint.

- Either right-click to open the context menu. Select **Add to My Contacts...**.
- or select the list entry you want using the mouse or arrow keys. From the main menu, select **Contacts > Add to My Contacts...**.
- or select the list entry you want using the mouse or arrow keys. Open the **Action pop-up** menu in the lower left corner of the control window. Select **Add to My Contacts...**.

You can also add a video address as a contact directly:

1. Click **My contacts**.
2. Click the **+** button in the lower left corner or right-click anywhere in the **My Contacts** list and select **New Contact...** or in the main menu, select **Contacts > New Contact...**.
3. Enter the **Display name** you want to use for your contact.
4. Enter the **Number or adress** for your contact.
5. Click **Add** or press Enter.

Deleting a contact

There are four alternative ways to delete a contact.

Click **My contacts**.

- Select the contact you want to delete and press the **Delete** key on your key board. Click **Delete** in the pop-up dialog.
- Either right-click to open the context menu. Select **Delete**. Click **Delete** again.
- Select the list entry you want using the mouse or arrow keys. From the main menu, select **Contacts > Delete**. Click **Delete** again.
- Select the list entry you want to delete using the mouse or arrow keys. Open the **Action pop-up** menu in the lower left corner of the control window. Select **Delete**. Click **Delete** again.

Recent calls

Call information

Recent calls is an overview of your latest outgoing, incoming, and missed calls. You can use the list to redial and to add callers and recipients from the list as contacts.

Note: The list of recent calls is stored per user. If there are other user accounts on your computer, they will not have access to your list.

Each entry in the recent calls list has an icon indicating status:

	You made an outgoing call.
	You answered an incoming call.
	You missed an incoming call.

If you have answered a call from a different Movi installation or endpoint, this will be noted in the list as "Answered elsewhere".

Each list entry also contains information on:

- Date and time of call
- Call duration (click on each entry to display)
- Video address of the caller (incoming) or the recipient (outgoing)

Deleting call information

To clear the Recent calls list:

1. Click **Recent calls**.
2. Click the link **Clear history** in the lower right corner.

Presence status

Status messages

Your Movi presence status is reflected in search results and contact lists.

Online	This is an online Movi user.
Registered	This is a connected endpoint.
Away	The user has set this status.
Busy in call	This status is set by Movi or the endpoint when the user is in a call.
Busy	The user has set this status.
Offline	This status is set by Movi or the endpoint when the user signs out or exits, but it may also have been set by the user.
No status	No status information is available for this user, who may be online or off-line.

Setting your status

You can manually change your status by clicking on the **Status** button next to your name in the Movi control window. The alternatives are:

Online	
Away	
Busy	This status may also turn off the ring tone, depending on your settings. (See Settings.)
Appear off-line	You will remain logged in while appearing offline to others.

Note: Your status will change automatically from *Online* to *Busy in call*.

Closing Movi

Closing and reopening the control window

1. Click the **X** in the upper left corner, or while the control window is active, click **File > Close window** (Command-w).
2. Your current status will be displayed on top of the Movi icon.
3. To reopen the Movi control window, click on the Movi icon in the dock.

Signing out

To sign out from Movi, for example to allow another user to log in:

1. Click the status button in the Movi control window.
2. Select **Sign out**.

Exiting Movi

To exit the Movi application completely:

In the main menu, select **Movi > Quit Movi** (Command-q).

When you exit Movi, you will also be signed out.

The pop-up toolbar

A toolbar with these buttons will appear when you move the mouse pointer over the video window:

Icon	Controls	Description	Toggled
	Selfview	See yourself on camera. (See Selfview and camera control.)	
	Camera	Turn your camera off/on. (See Selfview and camera control.)	
	Microphone	Turn your microphone off/on.	
	Speaker volume	Click to mute, or drag slider to adjust.	
	Fullscreen	Use entire screen for video.	
	Presentation sharing	Share an application window. (See Presentation sharing.)	
	End call	Hang up.	

Move the mouse pointer away from the toolbar to make it disappear.

Selfview and camera control

Selfview is the functionality that lets you see your own camera image.

Click on the **Selfview** button during a call. Selfview will appear to you as a picture-in-picture (PiP) inside the video window. You can:

- Double-click a PiP to focus and enlarge it.
- Click and drag to move a PiP around inside the window.

Controlling your camera

on the video pop-up toolbar toggles your camera on and off.

Should you switch off the camera during a call, Movi will continue to show the last video frame as a still image to other call participants.

If you switch the camera off before the recipient answers your call, there will be no image of you available. You may still turn the camera on during the call.

Note: This setting does not affect the cameras of other participants.

Using the keypad (DTMF)

When to use the keypad

Dual-tone multi-frequency (DTMF) signaling is used for telephone calls in the voice-frequency band. A tone is sent representing each number pressed on the keypad.

The tone-based keypad in Movi has several uses, notably:

- The keypad can be used to create and/or enter passwords for multi-part conferences.
- Setting up a new conference may in other ways involve equipment that requires DTMF.
- Voice systems frequently have tone-based menu navigation (such as, "To speak to an operator, please press 1").

How to use the keypad

The **Keypad** button on the video info bar brings up the keypad. You can then enter a number using the mouse.

Note: Sending DTMF may fail if the microphone is muted.

Using the keypad during conferences

The keypad may also be used for changing the layout of your video window and far-end camera control during conferences.

Note: This feature relies on the TANDBERG MCU, which may or may not be part of your TANDBERG setup. If in doubt, talk to your IT administrator.

When the keypad is active during multi-part conferences, you may:

- Press 2 or 8 to change the layout.
- Press 4 or 6 to change which participant appears in the largest pane.
- Press 1 or 7 to enable far end camera control.

1 and 7 will then zoom in and out if supported

2, 4, 6, and 8 will work as arrows to move the camera of the participant in the largest pane.

Presentation sharing

How to share

During a call, you can share one of your application windows, such as a PowerPoint presentation.

You can share an application window by:

a. The **Presentation** button on the video window pop-up toolbar brings up a list of your open application windows. Select any of them to start sharing. To stop, click the same button again, then click **Stop sharing presentation**.

Your shared window will appear to you as a picture-in-picture (PiP) inside the video window. Double-click a PiP to focus it.

Tip: If bandwidth or system resources are limited, turning off your camera during a presentation will improve presentation quality.

What to share

Participants will see everything that happens in the shared window as it occurs. This feature has many potential uses. Here are a few examples:

- Share your word processor and let call participants see your meeting notes as you type.
- Share pictures from your computer as a slideshow.
- Draw as you go, share an image editor or other visualization tool.
- Share your web browser, email inbox, calendar ...

Note: Conference participants will not see your mouse cursor in the shared window.

The info bar

An info bar with information and buttons will appear when you are in a call. The information is:

- The duration of the conference.
- The address of the recipient of the call; either one person or the device hosting the conference.
- An icon / indicating if the conference is encrypted or not.

The buttons are:

Icon	Controls	Description
	Far-end camera control	Turn your far-end camera control off/on.
	Numeric keypad	Use for tone-based input. (See Using the keypad (DTMF).)
	Conference info	Opens your conference information box.

Far-end camera control (FECC)

How to control the far-end camera

In calls that support far-end camera control, you can adjust the far-end camera to give you a better view of the person(s) you are talking with.

To activate the far end camera control, click the **FECC** button on the info bar in the upper corner of the video window. A control will appear above the toolbar on mouse movement.

You can also use arrow keys on your keyboard to pan and tilt the far-end camera. To zoom in and out use the **+** and **-** keys.

Limitations

If any of the equipment in the video conference does not support the far-end camera control ability, the button will be disabled (gray).

If the functionality is not available at all, the button will not be displayed.

Joining calls to a conference

During a call you can have up to four calls on hold, switch between them or join them in a conference.

If you make a new call while talking, the current call will be put on hold. A panel to the right shows the calls on hold. The same happens if you accept an incoming call while you are already talking to someone.

How to toggle between calls on hold

To switch between open calls on hold, mouse over the calls-on-hold indicator on the left hand side of the video. The calls on hold panel opens. Click on the participant.

How to join participants to a conference

To join calls to a conference, mouse over the indicator. The calls on hold panel opens. Click **Join all**.

How to end calls on hold

To end calls, make the call active by clicking it and end the call with the **End conference** button .

Troubleshooting

Audio issues

You cannot hear others

If you cannot hear the other participant(s), make sure your loudspeakers or headphones are connected. Then check all volume controls:

- Your headphones or loudspeakers may have their own volume buttons or switches.
- The Windows volume settings will override all other volume controls. Look for the loudspeaker icon in your systray to open and/or unmute.
- Movi has its own volume settings, see page Speaker volume.

If this does not solve the problem, it may be that audio is not being sent from the other end. Ask the other participant(s) to perform the microphone check described below.

Others cannot hear you

If the other call participant(s) cannot hear you, make sure your microphone is properly connected and not muted.

Low or distorted sound

If call participants are experiencing distorted sound, very low sound, or echos:

1. Check whether any of you have enabled microphone boost, echo cancellation, gain control, noise reduction, digital effects or similar features for your audio devices.
2. Turn all such audio device features off for Movi to work optimally.

Further troubleshooting

If all local devices are turned on and working and audio and/or video issues remain, the problem could be with the videoconferencing infrastructure setup. Contact your IT administrator for support and further troubleshooting.

Conference information

Move the cursor over the video window to display the information bar at the top of the window.

The **Call status info** button in the top right corner opens **Conference information**. Your IT administrator may request such information from you for troubleshooting purposes.

Disclaimers and notices

The objective of this documentation is to provide the reader with assistance in using and configuring the product. Product capabilities of TANDBERG and other manufacturers' products change over time and so the required configuration may be different from that indicated here. If you have any suggestions for changes to this document, please feed them back to TANDBERG through your TANDBERG Authorized Service Representative.

If you need technical support, please contact your TANDBERG Authorized Service Representative.

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